



Autocar Trucks Named Number One in Service

BIRMINGHAM, Ala. (Jan. 23, 2015) – A nationwide study conducted by the National Business Research Institute declared Autocar Trucks number one in service among the truck OEMs in this study, with 70% of survey respondents agreeing they are satisfied overall with the service they received from Autocar. Autocar's customer satisfaction with service significantly exceeded the results for all the other truck OEMs included in the survey.

The survey, conducted in November 2014, recorded the opinions of 469 people working in the vocational truck market, including fleets, owner-operators, truck dealers, service centers, and component suppliers coast-to-coast. Among those polled were refuse and recycling haulers, a wide range of other vocational operators, terminal tractor operators, and street sweeper operators.

Warranty coverage – both overall coverage and ease of making a claim – is the most important type of service provided by truck OEMs, according to the survey respondents.

Autocar Solutions®, Autocar's innovative 24/7 customer service command center, was a major driver of overall satisfaction with Autocar's service.

Brad Williams of General GMC, Florida, stated, "[Other help lines] make me wait on the phone for two hours for anything. For Autocar, I just fill out that Solutions page and BOOM – I get a call. The Autocar way of handling it is great. We have emails, phone calls, send pictures, etc. They're just prepared to handle every problem in the most up to date manner."

"It's very quick and we can depend on it – and that means a lot in our business," said survey respondent David Whitman.

"We're pleased – thrilled to see our hard work pay off and extremely happy to know that we're number one in our customers' minds," said Cory Roberson, Director of Service at Autocar, commenting on the results of the survey. "Our staff has worked tirelessly to provide the service our customers need. Every person on the Autocar Solutions and field service team is dedicated to making each customer's experience first rate."

The National Business Research Institute (NBRI) has conducted customer satisfaction surveys and other scientific, psychological research, for thousands of organizations, including a majority of the Fortune 500 companies, and was commissioned by Autocar to conduct this survey.

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ABOUT AUTOCAR, LLC

Autocar, LLC, manufacturer of severe-duty vocational trucks carrying the first specialized truck brand in North America, is the only American-owned and operated original equipment manufacturer (OEM) of trucks. Autocar's severe-duty vocational trucks provide customers the perfect tool for their jobs with the most uptime, support and impact on their bottom line. Autocar collaborates with customers to build trucks to their exact specifications and needs. Autocar's purpose-built severe-service truck lines include ACMD and ACX cab-over trucks, the ACTT and ACTT-E terminal tractors and the DC-64 Class 8 work trucks. Autocar Truck recognizes that performance and uptime are everything and offers every customer 24/7 access to its *Always Up* direct factory support center staffed by expert technicians who engineer and build

Autocar's trucks. Autocar promises to provide trucks that deliver the best value, provide the best service, provide a complete solution for customers' needs, do the work right the first time and act proactively, timely and with simplicity. For more information on Autocar Truck, visit AutocarTruck.com, or call 833-857-0200.